



United States Department of the Interior

Office of Insular Affairs

Room 4300, 1849 C. Street NW
Washington, D.C. 20240
202.208.6816, FAX 202.501.7759
March 24, 2003

«Customer»
«CustomerAddress»

Dear «Customer»:

The Office of Insular Affairs of the U.S. Department of the Interior values you as a partner and customer. We are interested in measuring the satisfaction you have in the service and its quality delivered to you our customers. In the coming weeks, we will ask you to evaluate the services of the Office of Insular Affairs.

We will be using a telephone survey as the method to best measure your satisfaction. The survey will take only about 10-15 minutes to complete. The survey will be conducted over the phone by a professional, independent phone bank service. Your answers will be kept completely confidential and the names of the survey respondents will not be revealed to the Office of Insular Affairs.

The survey will be administered throughout the month of August. You will be contacted in advance to set up a time that is convenient for you. The feedback you provide will help us improve our services and their delivery to your government.

If you have any questions about the survey, please contact me at 202.208.6816 or email Richard_W_Miller@ios.doi.gov.

Thank you for helping us to improve our service. We will post the results on the web and let you know when they are available.

Sincerely,

Richard W. Miller

PAPERWORK REDUCTION ACT STATEMENT: A Federal agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Public burden for the collection of this information is estimated at about 15 minutes per response. Comments regarding this collection of information should be directed to the Office of Planning and Performance Management, Department of the Interior, 1849 C Street NW, Washington, D.C. 20241.
OMB NO. 1040-0001. Expiration Date: 1/31/05

OIA CUSTOMER SURVEY (Version 13)

OMB No. 1040-0001, Expires 1/31/05

Pre-Phone Interview Data Entry:	
SAMPLE FILE NO. _____	CATI NO. _____
Interviewer: _____	Date: _____
Telephone Number: _____	
Sample Read in: Respondent Name, Respondent Title (if any), Respondent Telephone Number.	
A0. [ENTER INSULAR AREA that interviewee's phone number is associated with from the contact list.]	
A1. [ENTER INSULAR AREA <u>OR</u> WASHINGTON, D.C. for the ADDRESS LOCATION that was provided to us from the interviewee's call list.]	
Island.....1	
Washington, D.C.....2	

INTRODUCTORY QUESTIONS

Begin phone conversation:

[Initial Introduction:]

"Hello, I'm _____ calling for the United States Federal Office of Insular Affairs. I am with Coray Gurnitz Consulting, OIA's contractor conducting the OIA's 2002 Customer Service Survey."

"May I speak to [RESPONDENT NAME]?"

[If the person you first talk with is the RESPONDENT, Go To "*After The Initial Introduction*" on the next page.]

[If they are not available, ask if there is a colleague available that has had significant interaction with the OIA that you can interview for the survey. If so, ask to talk with them and write down their name/title. If not, schedule a call back time and terminate call.]

[If you are connected with the Respondent or another qualified person....] then
"Hello, I'm _____ calling for the United States Federal Office of Insular Affairs. I am with Coray Gurnitz Consulting, OIA's contractor conducting the OIA's 2002 Customer Service Survey."

[Change Respondent Name, Respondent Title (if any), Respondent Telephone Number.]

[After the Initial Introduction:]

“OIA is trying to improve its level of service to customers who request Federal assistance. The survey will take only about 10-15 minutes to complete. OIA has asked Coray Gurnitz Consulting, to administer the survey in order to keep your answers completely confidential. CGC will not reveal the names of the survey respondents to OIA.”

“If you would like to make a comment about this survey or confirm that this is a valid collection, I can give you the name and telephone number of the employee who authorized the survey. Would you like that name and telephone number?”

[IF “YES” THEN READ:] “His name is Richard Miller at 202.208.3556.”

[IF “NO” THEN CONTINUE]

Could we begin now?

Yes.....1

No2

Refused.....3

SCHEDULE CALL BACK TIME

TERMINATE CALL

“You should know that the Office of Management and Budget (OMB) has approved the collection of this information. The OMB control number is 1040-0001 and the approval expires Jan. 31, 2005. Your involvement is voluntary and you do not have to respond to any of these questions.”

A2. Over the last 12 months, have you had experience with OIA staff related to any of the following areas: [NO=0; YES = 1]

a. Advocacy/legislation with U.S. government/Congress.....0 if No, 1 if Yes

[If YES, complete POLICY SECTION]

b. Coordination with other Federal agencies.....0 if No, 1 if Yes

[If YES, complete POLICY SECTION]

c. O&M and/or Infrastructure Improvement Projects.....0 if No, 1 if Yes

[If YES, complete O&M/INFRASTRUCTURE IMPROVEMENT SECTION]

d. Financial Management Improvement program.....0 if No, 1 if Yes

[If YES, complete TECHNICAL ASSISTANCE SECTION]

e. Technical Assistance..... ..0 if No, 1
if Yes

[If YES, complete TECHNICAL ASSISTANCE SECTION]

POLICY SECTION:

Q1. Realizing that U.S. Policy may not always be changed to meet your needs, rate OIA staff on the following customer service aspects of <u>advocacy and coordination with other federal agencies</u> on your behalf over the past 12 months on a scale of 1 to 5, where 1 means they need major improvement, 3 means they are average, and 5 means they are excellent.	Needs Major Improvement					Average					Excellent				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
a. overall understanding of your Island's/Area's needs, concerns, priorities	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
b. reflecting your priorities when advocating on your behalf or coordinating with other Federal agencies	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
c. effectively communicating the results of their efforts and explaining these results regardless if the outcomes are positive or negative for your Island/Area	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
d. anticipating your needs and proactively responding on your behalf	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
e. responsiveness to your daily questions and concerns	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
f. professional attitude and treatment by OIA staff	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
g. providing you with useful and understandable information on changes to procedures, regulations, policy and guidance issued by other Federal agencies	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
h. providing you with understandable answers to your queries about advocacy and coordination with other Federal agencies	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
i. knowledge and experience of the OIA staff who advocate on your behalf or coordinate with other Federal agencies	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
j. credibility on advocacy/coordination – "I trust and value what the OIA is doing relative to advocacy/coordination."	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
k. Overall, how would you rate your experience with the advocacy/Federal agency coordination provided by OIA?	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5

Q2. What are the top three (3) issues upon which you have asked OIA to advocate on your behalf or to coordinate with Federal agencies over the last 12 months?

[ENTER TEXT – If longer than 25 words, ask for a shorter title for the issue.]

- 1.
- 2.
- 3.

Q3. Rate the following question on a scale of 1 to 5 with 1 being Very Dissatisfied, 3 being on average Satisfied, and 5 being Very Satisfied.	Very Dissatisfied					Satisfied					Very Satisfied				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
a. With respect to the three issues you listed above, how satisfied are you with OIA's advocacy on your behalf /Federal agency coordination provided by OIA?	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5

[Complete next section needing to be completed from A2. If none, go to CLOSING SECTION.]

O&M/ INFRASTRUCTURE IMPROVEMENT SECTION:

Q4. With respect to O&M and Infrastructure Improvement Projects (e.g. construction project, major equipment purchases, major systems development) over the past year, rate the OIA staff on the following customer service aspects on a scale of 1 to 5, where 1 means they need major improvement, 3 means they are average, and 5 means they are excellent.		Needs Major Improvement Average Excellent				
a.	understanding your Island's/Area's O&M/infrastructure improvement projects needs and concerns	1	2	3	4	5
b.	providing you with information on procedures, regulations, policy and guidance for obtaining O&M/ infrastructure improvement project funding	1	2	3	4	5
c.	keeping you updated on a pending project's funding status	1	2	3	4	5
d.	timeliness of your funding decisions	1	2	3	4	5
e.	reliability of draw down payments – they are received when expected	1	2	3	4	5
f.	providing understandable answers to your questions on O&M/ infrastructure improvement projects in process					
g.	assistance with the project time lines and helping you “get things done”	1	2	3	4	5
h.	professional attitude and treatment by OIA staff on O&M/ infrastructure improvement project matters	1	2	3	4	5
i.	knowledge and experience of the OIA staff with whom you work on questions concerning the administration of O&M/ infrastructure improvement project funding	1	2	3	4	5
j.	reasonableness of quarterly and annual reporting requirements on your O&M/infrastructure improvement projects	1	2	3	4	5
k.	usefulness of the reporting requirements to supply you with meaningful data in making further business decisions	1	2	3	4	5
l.	flexibility of OIA's staff regarding O&M/infrastructure improvement project reporting requirements with respect to deadlines, data requirements, etc	1	2	3	4	5
m.	Overall, how would you rate your experience with respect the customer service you receive for your O&M/infrastructure improvement project needs?	1	2	3	4	5

Q5. Rate the following question on a scale of 1 to 5, with 1 being Not Very Important, 3 being Average Importance and 5 being Very Important.		Not very Important Average Importance Very Important				
a.	How important has OIA's O&M/ infrastructure improvement project funding been in furthering your economic development goals in the areas of education, transportation infrastructures, public safety infrastructures, utility infrastructures, Compact Impact, Section 702 Program Administration, etc.	1	2	3	4	5

[Complete next section needing to be completed from A2. If none, go to **CLOSING SECTION.**]

TECHNICAL ASSISTANCE SECTION:

TA Grant Requests

Q6. About how many TA grant requests did you make to OIA within the last 12 months?

[If none, go to **Q8. TA Grants-in-Process** below].

[Otherwise, ENTER TOTAL]

Q7. With respect to your <i>TA grant requests</i> over the past year, rate the OIA staff on the following customer service aspects, on a scale of 1 to 5, where 1 means they need major improvement, 3 means they are average, and 5 means they are excellent.	Needs Major Improvement Average Excellent				
a. understanding your Island's/Area's needs and concerns	1	2	3	4	5
b. helping you scope out or further define your proposals	1	2	3	4	5
c. providing information on changes to procedures, regulations, policy and guidance	1	2	3	4	5
d. keeping you updated on the status of your TA request(s)	1	2	3	4	5
e. the timeliness of your TA request being granted	1	2	3	4	5
f. responding to your questions and concerns in a timely manner	1	2	3	4	5
g. professional attitude and treatment by the OIA staff	1	2	3	4	5
h. flexibility on working with you on TA requests	1	2	3	4	5
i. knowledge and experience of the OIA staff with whom you worked on TA requests	1	2	3	4	5
j. Overall, how would you rate your experience with OIA during the TA grant request process?	1	2	3	4	5

TA Grants-in-Process

Q8. With respect to the <i>on-going administration of TA grants</i> over the past year, rate the OIA staff on the following customer service aspects, on a scale of 1 to 5, where 1 means they need major improvement, 3 means they are average, and 5 means they are excellent:	Needs Major Improvement Average Excellent				
a. providing simple and accurate information on your questions of TA grants in process	1	2	3	4	5
b. providing timely information on your requests on your questions of TA grants in process	1	2	3	4	5
c. professional attitude and treatment of the OIA staff on queries you have about TA grants in process	1	2	3	4	5
d. knowledge and experience of the OIA staff with whom you worked on TA grants in process	1	2	3	4	5
e. reasonableness of quarterly and annual reporting requirements on your grants in process	1	2	3	4	5
f. flexibility of OIA's staff regarding reporting requirements with respect to deadlines, data requirements, etc	1	2	3	4	5
g. usefulness of the reporting requirements to supply you with meaningful data in making further business decisions	1	2	3	4	5
h. How important has OIA's technical assistance funding been in furthering your island's/area's goals in the areas of training & education, health & human services, public safety, financial management, development, Good Government training, etc.	1	2	3	4	5

i. Overall, how would you rate your experience with the OIA on TA grants in process?	1	2	3	4	5
--	---	---	---	---	---

[Complete next section needing to be completed from A2. If none, go to **CLOSING SECTION.**]

CLOSING SECTION:

OIA Staff Site Visits:

Q9. How many site visits have you had in the past year from OIA staff?

[ENTER NUMBER]

[If ZERO, Skip to question **Q12** under Other Federal Agency Visits below.
[OTHERWISE, continue.]

Q10. With respect to <u>site visits by OIA Staff</u> over the past year, how would you rate OIA on the following questions on a scale of 1 to 5, where 1 means they need major improvement, 3 means they are average, and 5 means they are excellent, in the following areas:	Needs Major Improvement					Average					Excellent				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
a. Are the site visits helpful to your overall goals?	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
b. Are the site visits helpful in building your relationship with OIA and other US Federal agencies?	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
c. Are the site visits helpful in increasing your understanding of OIA's roles/responsibilities and capabilities in providing you with U.S. Federal Assistance?	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
d. Overall utility of site visits	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5

Q11. Rate the following questions on a scale of 1 to 5, with 1 being Very Dissatisfied, 3 being Satisfied, and 5 being Very Satisfied.	Very Dissatisfied					Satisfied					Very Satisfied				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
a. Overall, how would you rate your satisfaction with OIA's site visits?	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5

Other Federal Agency Site Visits:

Q12.How many site visits have you had in the past year from other Federal agencies besides OIA?

[ENTER NUMBER]

[If ZERO, Skip to Question **Q15** below.
[OTHERWISE, continue.]

Q13. With respect to <u>site visits by other U.S. Federal agency staff</u> over the past year, how would you rate the visits on the following questions on a scale of 1 to 5, where 1 means they need major improvement, 3 means they are average, and 5 means they are excellent, in the following areas:	Needs Major Improvement					Average					Excellent				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
a. Are the site visits helpful to your overall goals?	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
b. Are the site visits helpful in building your relationship with these other US Federal agencies?	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5

c.	Are the site visits helpful in increasing your understanding of other sources of U.S. Federal Assistance?	1	2	3	4	5
d.	Overall utility of site visits from other Federal agencies	1	2	3	4	5

Q14. Rate the following questions on a scale of 1 to 5, with 1 being Very Dissatisfied, 3 being Satisfied, and 5 being Very Satisfied.		Very Dissatisfied		Satisfied		Very Satisfied
a.	Overall, how would you rate your satisfaction with site visits from other U.S. Federal agencies?	1	2	3	4	5

Q15. Over the past year, how does the OIA's customer service rate relative to other U.S. Federal agencies?

Worse.....1
 About the same.....2
 Better.....3

Do you have any comments about your answer? [LIMIT TO 25 WORDS]

Q16. Do you have any other questions or comments that you would like to make with respect to the overall service that the OIA is providing to your Island? [LIMIT TO 25 WORDS]